CONSUMER COMPLAINT AGAINST A BUSINESS/CORPORATION

Please read the Information Collection, Use and Access notice on page 3.

Rob Bonta
Attorney General

PUBLIC INQUIRY UNIT
(916) 210-6276 / (800) 952-5225 Toll Free - CA only
TTY/TDD (800) 735-2929 (California Relay Service)
For TTY/TDD outside California contact your state's relay service number at http://www.fcc.gov/cgb/dro/trsphonebk.html
AG Web Site: http://www.oag.ca.gov/

Mail Form to:

Public Inquiry Unit
Office of the Attorney General
P.O. Box 944255
Sacramento, CA 94244-2550

Print Form | Save Form | Reset Form

SECTION 1 - Your Information

First Name	MI	Last Name
Deepak		Moorjani

Mailing Address	City	State	Zip Code
531 Lasuen Mall #18685	Palo Alto	CA	94309

County of Residence	Country, if not U.S.	Day Phone Number	Cell Phone Number	E-Mail Address
		confidential	confidential	confidential

Do you have a disability? (optional) ☐ Yes ☒ No

Age Range (optional): ☐ 12 & under ☐ 13-17 ☐ 18-19 ☐ 20-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐ 60-69 ☐ 70-79 ☐ 80 & over

Are you a member of the U.S. Armed Forces or a dependent? (optional) ☐ Yes ☐ No

If yes, please specify your military status:
☐ Active Duty Service Member ☐ Dependent Spouse - Service Member
☐ Dependent Child/Other - Service Member ☐ DoD Civilian ☐ Dependent Spouse - DoD Civilian
☐ Dependent Child/Other - DoD Civilian ☐ Military Retiree/Veteran
☐ Reserve Not on Active Duty/National Guard

SECTION 2 - Information About Company Against Which You Are Complaining

Full Name of Company
Porkbun LLC

Mailing Address
21370 SW Langer Farms Parkway, Suite 142-429

City	State	Zip Code	Country, if not U.S.
Sherwood	OR	97140	

Company's Internet Address (URL)	E-Mail Address
www.porkbun.com	support@porkbun.com

Telephone Number	Fax Number
(855) 767-5286	

SECTION 3 - Complaint Information

Product, item or service involved
Petitioner paid $288 for a two-year renewal of a domain subscription and transfer. Petitioner believes that Porkbun's advertising is false and misleading.

Date of Transaction	Account Number (if applicable)
October 31, 2024	

Total amount paid	Amount in dispute	How was payment made:
$288.29	$288.29	☐ Cash ☐ Check ☒ Credit Card ☐ Debit Card ☐ Money Order ☐ Wire Transfer ☐ Finance Agreement ☐ Other

Did you sign a contract or lease?	Where was the contract signed?	Starting date	Expiration date
☐ Yes ☐ No			

Date you complained to the company or individual	Person Contacted	His/Her phone number
October 31, 2024 ☐ By Mail ☒ By Telephone ☐ In Person	Raymond King et al.	8557675286

Results
Raymond King and Porkbun LLC have failed to address the issue of false and misleading advertising.

What result would you consider fair?
Refund of $288.29 ($143.49 + $144.80 via Fiserve, Inc. and Sun Federal Credit Union) + $250 CCPA filing fee (detailed on the Supplemental Statement).

Have you contacted another agency about this? ☒ Yes ☐ No
If yes, name of agency
U.S. Federal Trade Commission; California's Department of Consumer Affairs

Do you have an attorney in this case?	If yes, name of your attorney	Attorney's Phone Number
☐ Yes ☐ No		

Has your complaint been heard or is it scheduled to be heard in court? ☐ Yes ☐ No

If yes, where and when? Pending resolution via Fiserv, Inc.'s Fraud and Dispute Operations

If already heard, what was the result?

PLEASE DESCRIBE COMPLAINT ON NEXT PAGE

CONSUMER COMPLAINT AGAINST A BUSINESS/CORPORATION

Rob Bonta
Attorney General

SECTION 4 - Information About the Transaction

How was initial contact made between you and the business?

- ☐ Person came to my home
- ☐ I went to company's place of business
- ☐ I received a telephone call from business
- ☐ I telephoned the business
- ☐ I received information in the mail
- ☐ I responded to a radio/television ad
- ☐ I responded to a printed advertisement
- ☒ I responded to a website or e-mail solicitation
- ☐ I received a fax solicitation
- ☐ I attended a trade show or convention
- ☐ Other _____

Where did the transaction take place?

- ☐ At my home
- ☐ At company's place of business
- ☐ By mail
- ☐ Over the phone
- ☒ Via computer (website or e-mail)
- ☐ Trade show or convention
- ☐ Other _____

SECTION 5 - Important Information

- If the complaint falls within the jurisdiction of another local, state or federal agency, you will be provided with appropriate referral information. In addition, the complaint may be shared with other government agencies.
- Please include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

SECTION 6 - Details of Complaint (use additional sheets if necessary)

Please see Supplemental Statement and attachments.

SECTION 7 - Statement

I affirm that the information herein is true and accurate, and will sign a statement if needed.	☒ YES ☐ NO
You may send this complaint to the party named. By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.	☒ YES ☐ NO

Signature: DM **Date:** December 30, 2024

a memo from the desk of

Deepak Moorjani

Monday, December 30, 2024

Raymond King
Porkbun LLC
21370 SW Langer Farms Parkway, Suite 142-429
Sherwood, OR 97140

to: Raymond King, Porkbun LLC

cc: Office of the California Attorney General

cc: Eric Nelson, Fiserv, Inc.

cc: Fraud & Dispute Operations, Fiserv, Inc. (Sun Federal Credit Union, Case ID #8202431900131)

subject: Personal Data Deletion Request // Chargeback Requests for Disputed Charges of $288.29

Deepak Moorjani (Petitioner) attaches this Supplemental Statement to his Amended CCPA Petition. This Supplemental Statement includes Petitioner's personal data deletion request and chargeback requests for Disputed Charges. The Disputed Charges of $288.19 relate to the subscription transfer and renewal of deepak[dot]ai from Namecheap, Inc. (Namecheap) to Porkbun LLC (Porkbun).

Petitioner's Note: This Petition is also being delivered to Fiserv, Inc. (Fiserv), Sun Federal Credit Union's contractor for Case ID#8202431900131. Fiserv, Inc. serves as Sun Federal Credit Union's contractor for Dispute Operations, and Fiserv, Inc. has received true and correct copies of the following:

1. Sun Federal Credit Union: Fraud and Dispute Case ID #8202431900131 (November 14, 2024)
2. Petitioner's notification to Sun Federal Credit Union to file a disputed charge for $143.29 (October 31, 2014)
3. Raymond King and Porkbun's failure to resolve (via Christopher email) (October 31, 2014)
4. Petitioner's request to Namecheap to terminate the subscription transfer and renewal (October 31, 2014)
5. Namecheap's explanation of registration fees, renewal fees and transfer fees (November 25, 2024)
6. Raymond King and Porkbun's invalid price quotes for falseandmisleading.ai (November 26, 2024)
7. Raymond King and Porkbun's three (3) retaliatory emails (December 13, 2024)
8. Petitioner's notification to Fiserv on the Amended Petition (December 26, 2024)

Government of Anguilla: [dot]ai domains
c/o DataHaven.net (primary contractor)

Namecheap, Inc.	**Porkbun LLC**
November 2018 - October 2024	October 2024 - present

- Petitioner initiated domain ownership of deepak[dot]ai with Namecheap in November 2018.
- Petitioner ordered a two-year subscription transfer and renewal with Porkbun LLC in October 2024.

© Deepak Moorjani

Petitioner's Note: Raymond King and Porkbun's Subscription Practices

9. Petitioner requests Fiserv to consider (i) international laws, (ii) federal laws, (iii) state laws, (iv) the SiriusXM lock-in lawsuit (Carovillano v. Sirius XM Radio, Inc., 23 Civ. 4723 (PAE)), (v) whether Raymond King and Porkbun's retaliation constitutes unfair business practices under California law, and (vi) whether Raymond King and Porkbun's aggressive tactics constitute harassment or intimidation under California law.
10. Raymond King and Porkbun LLC are subcontractors to the Government of Anguilla, and Raymond King and Porkbun's advertising violates the laws and regulations of the Government of Anguilla.
11. Under Section 5(a) of the FTC Act, false or misleading advertising is considered an unfair or deceptive act in commerce, and false or misleading advertising is deemed as unlawful.
12. Under California state law (California Business and Professions Code § 17500), false and deceptive advertising is strictly prohibited. A company that violates the state's false advertising regulations could be held both civilly and criminally liable. Note: California has some of the strongest and most wide-reaching consumer protection laws in the entire country.
13. The SiriusXM lock-in lawsuit (Carovillano v. Sirius XM Radio, Inc., 23 Civ. 4723 (PAE)) addressed misleading disclosures regarding subscriptions and cancellations including undisclosed fees, misleading advertising, breach of good faith, unjust enrichment, and consumer confusion.
14. December 13, 2024: Raymond King and Porkbun retaliated for the two chargebacks ($143 and $144): 1. Porkbun LLC blocked account orders in Petitioner's account; 2. Porkbun LLC suspended Petitioner's domain (deepak.ai); and 3. Porkbun requested Petitioner to withdraw the disputed charges.
15. Petitioner requests Fiserv to consider whether Raymond King and Porkbun's retaliation constitutes unfair business practices under California law.
16. Petitioner believes that Porkbun's service terminations are unjustified due to multiple causes of action (e.g. false and misleading advertising, non-delivery of service, failure to resolve, vendor lock-in).
17. Petitioner previously sought a mutual resolution, but Raymond King and Porkbun LLC failed to resolve the dispute directly.
18. Petitioner requests Fiserv to consider whether Raymond King and Porkbun's aggressive tactics constitute harassment or intimidation under California law.

Causes of Action

A. False and misleading advertising: Porkbun mischaracterize subscription services.
B. False and Misleading Advertising (pre transfer): Porkbun violates law and regulations.
C. Non-Delivery of Subscription Service: Transfer and renewal from Namecheap to Porkbun.
D. Failure to Resolve Directly: Porkbun refused to cancel; Porkbun created vendor lock-in.
E. False and Misleading Advertising (post transfer): Porkbun violates law and regulations.
F. Unfair business practices: Porkbun's retaliatory service terminations.
G. Harassment or intimidation: Porkbun's request to withdraw the chargebacks.

Disputed Charge of $143.49 (Fiserve, Sun Federal Credit Union)

19. Date of Transaction: October 31, 2024
20. Transaction Amount: $143.49
21. Causes of Action: False and misleading advertising, non-delivery of service, failure to resolve, vendor lock-in.

Disputed Charge of $144.80 (Fiserve, Sun Federal Credit Union)

22. Date of Transaction: November 26, 2024
23. Transaction Amount: $144.80
24. Causes of Action: False and misleading advertising, non-delivery of service, failure to resolve, vendor lock-in.

Case Overview: Chronology on the Disputed Charges of $288.29

© Deepak Moorjani

25. October 31, 2024 @ 10:35am: Petitioner initiated a call to Raymond King and Porkbun LLC at (855) 767-5286, and Petitioner spoke with Raymond King's designee (Richard) in the 25 minute call.
26. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC stored and used Petitioner's phone number without Petitioner's permission or consent.
27. October 31, 2024 @ 10:35am: Petitioner asked Raymond King and Porkbun LLC to refund the $143.49 payment and to cancel the subscription transfer and renewal.
28. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC declined to refund the $143.49 payment and refused to cancel the subscription transfer and renewal.
29. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC created vendor lock-in: Raymond King's designee stated that Petitioner would not be able to initiate a “transfer out” for 60 days, and Petitioner would be forced to pay an additional $144.80 subscription renewal payment by November 30, 2024; therefore, Raymond King and Porkbun's total charges would be $288.29.
30. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC refused to cancel on the basis that the subscription transfer was complete.
31. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC contradicted their public representations: "Can I transfer my .ai domain to another registrar? Yes, you can transfer it to another registrar. The process typically involves unlocking the domain, obtaining an authorization code, and initiating the transfer with the new registrar."
32. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC contradicted their public representations: "Have you initiated a transfer to another registrar and now you are having second thoughts? No problem! You have five days from the transfer submission date to cancel the transfer and can do so right from your Porkbun account."
33. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC refused to cancel on the basis that the subscription transfer was completed in the Government of Anguilla’s database.
34. October 31, 2024 @ 10:35am: The Government of Anguilla’s primary contractor (DataHaven.net) charged Raymond King and Porkbun LLC a subscription transfer fee of $140.
35. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC had a five day grace period to cancel the transfer and to obtain a refund of the Government of Anguilla’s $140 transfer fee (via DataHaven.net).
36. Datahaven.net: "Our customer did not pay can we get a refund? If you delete the name within the Grace period (see in this FAQ) you can get a refund. If it is longer than that then no.”
37. October 31, 2024 @ 10:35am: Petitioner asked to speak with a customer service manager, but Raymond King’s designee (Richard) declined Petitioner’s request.
38. October 31, 2024 @ 10:35am: Raymond King’s designee (Richard) stated that Petitioner must initiate a new call, because Raymond King’s designee (Richard) was not able to create a support ticket.
39. October 31, 2024 @ 10:35am: Petitioner notified Raymond King and Porkbun that he would file a fraud and dispute petition with his credit card issuing institution.
40. October 31, 2024 @ 11:16am: Petitioner initiated a second call to Raymond King and Porkbun LLC at (855) 767-5286, and Petitioner spoke with Raymond King's designee (Christopher).
41. October 31, 2024 @ 11:16am: Raymond King's designee (Christopher) and Porkbun LLC created support ticket #2498937.
42. October 31, 2024 @ 11:30am: Petitioner notified his credit card issuing institution that he would file a fraud and dispute petition pending an unsuccessful resolution with Raymond King and Porkbun LLC.
43. October 31, 2024 @ 11:30am: Petitioner: "Hi Laura, I would like to report this morning’s transaction as a fraudulent transaction ($143.49). Can you please notate the account? I have contacted the vendor (Porkbun) for a refund of the $143.49. They will respond within 24 hours. If this does not happen, I will be filing a written petition for a chargeback. In the attached, I paid to renew my “.ai” domain with a new company (Porkbun) for two years. Porkbun is charging a transfer fee and a renewal fee - essentially, they are charging me twice. The transfer cost is misleadingly priced at the price of the 2-year renewal cost ($144), and their price chart does not show that these are cumulative fees."
44. October 31, 2024 @ 11:50am: Raymond King and Porkbun LLC failed to resolve the dispute.
45. October 31, 2024 @ 11:50am: Raymond King and Porkbun LLC: "Hi Deepak. I tried calling the number you called in from but didn't get through so I wanted to follow up with you. My name is Christopher and I'm a Support Manager here at Porkbun. I understand you would like to speak to a Manager about our .AI transfer pricing. How can I assist you?”
46. November 02, 2024 @ 8:00am: Holly (Fiserv) initiated a non-fraud dispute and indicated that Fiserv will investigate. Petitioner notified (Holly) Fiserv via phone that Raymond King and Porkbun LLC declined to refund the subscription transfer and renewal payment of $143.49. Raymond King and Porkbun LLC also stated that Petitioner would not be able to initiate a “transfer out” for 60 days, and Petitioner would be forced

to pay an additional $144.80 subscription renewal payment by November 30, 2024; therefore, Raymond King and Porkbun's total charges would be $288.29.

47. November 14, 2024: Fiserv requested additional information from Petitioner "to investigate disputed charges for porkbun.com for $143.49."
48. November 27, 2024: Petitioner delivered the original CCPA Petition to Fiserv.
49. December 06, 2024: Fiserv stated, "While we attempt to resolve your dispute with the merchant, a temporary credit for $143.49 dated 12/6/2024 will display on your next statement."
50. December 06, 2024: Fiserv stated, "While we attempt to resolve your dispute with the merchant, a temporary credit for $144.80 dated 12/6/2024 will display on your next statement."
51. December 13, 2024: Raymond King and Porkbun LLC retaliated for the two chargebacks ($143 and $144): 1. Porkbun LLC blocked account orders in Petitioner's account; 2. Porkbun LLC suspended Petitioner's domain (deepak.ai); and 3. Porkbun requested Petitioner to withdraw the disputed charges.
52. December 26, 2024: Petitioner notified Fiserv of his intent to file an Amended CCPA Petition.
53. December 31, 2024: Petitioner delivered the Amended CCPA Petition to Fiserv.

A. False and misleading advertising: Porkbun mischaracterize subscription services

54. Raymond King and Porkbun sell subscription services (not products).
55. Domain ownership is a subscription service; however, Raymond King and Porkbun advertise the price of domain products rather than domain subscriptions.
56. Domain registration is a one-time purchase for a fixed period of time. Raymond King and Porkbun might argue that domain registration can be characterized as a product rental; however, Porkbun's advertising is a mischaracterization, because domain ownership requires ongoing payments for renewal after the initial registration period expires. This ownership model is best described as a subscription service, because buyers commit to recurring payments to maintain domain ownership.
57. In the global market, a substantial number of product registrations are renewed, and the Domain Name Industry Brief states, "The preliminary combined renewal percentage for the .com and .net TLDs is 74.0% for the first quarter of 2024."

B. False and Misleading Advertising (pre-transfer): Porkbun violates laws and regulations

58. Raymond King and Porkbun LLC are subcontractors to the Government of Anguilla.
59. Raymond King and Porkbun's advertising violates the laws and regulations of the Government of Anguilla.
60. The Government of Anguilla does not allow 1-year subscription registrations, and the Government of Anguilla does not allow 1-year subscription renewals.
61. Governing Authority: .AI domains are governed by the laws of Anguilla, and .AI domains are subject to Anguillan regulations. The Government of Anguilla holds the delegation authority for the administrative authority of the .AI top-level domain (ccTLD). The .AI domain is managed by DataHaven.net, which operates under a revenue-sharing agreement with the Government of Anguilla. This partnership allows Anguilla to benefit financially from the registration of .AI domains, which has become a lucrative source of income for the territory.
62. Registrations: The Government of Anguilla does not allow 1-year registrations, and the Government of Anguilla mandates that .AI domains be registered for a minimum of two years. This regulation means that any registrar advertising a one-year subscription for a .ai domain is in violation of the established regulations.
63. Datahaven.net: "Can you do 1 year pricing? The minimum is 2 years."
64. Raymond King and Porkbun LLC advertise [dot]AI domains as non-premium domains, and Raymond King and Porkbun LLC advertise one-year subscription registrations and one-year subscription renewals on their website. (Source: https://porkbun.com/products/domains)
65. Raymond King and Porkbun LLC advertise a one-year subscription registration price of $72.40 (initial subscription price), a one-year subscription renewal price of $72.40 and a subscription transfer and renewal price of $144.49.
66. Raymond King and Porkbun LLC: "All prices are in USD. Prices shown are for non-premium (http://kb.porkbun.com/article/41-what-are-premium-domains) single year registrations, renewals and transfers. Most transfers include a one year domain renewal. All prices include ICANN and any other fees." (Source: https://porkbun.com/products/domains) (October 31, 2024)

67. Renewals: The Government of Anguilla mandates that .AI domains can be renewed for a minimum of 2 years and can also be renewed for 4, 6, 8, or 10 years. The Government of Anguilla mandates that it is not possible to renew an .AI domain for odd-numbered years (e.g., 1, 3, 5, 7, or 9 years).
68. Datahaven.net: "A .AI domain can be renewed for 2, 4, 6, 8 or 10 years, up to a maximum registration period of 10 years. This means that if your .AI domain expires in 2 years, you could renew it for up to 8 additional years. Unfortunately it is not possible to renew a .AI domain for 1, 3, 5, 7 or 9 years. Incoming transfers do not extend the expiry date. Any extensions of the expiry date will require a renewal. Unlike many other domains that allow for annual registration, .ai domains require a minimum two-year registration period. This means you must pay for at least two years upfront, which can make the initial cost appear even higher. Since .ai domains are governed by the laws of Anguilla, they are subject to Anguillan regulations. This includes potential issues with trademark disputes or domain suspension if the domain is involved in activities like phishing or hate speech."
69. Domain registrars do not set the rules for registration periods; these are determined by the registry. With [dot]AI, this is the Anguillan government. If a registrar advertises a one-year subscription, the registrar is either misinformed or intentionally misleading potential customers about the actual terms of registration.
70. Rightway Gate is a domain registrar which follows the laws and regulations of the Government of Anguilla, and Rightway Gate advertises a 2-year renewal fee of $139.99 (Source: https://www.rwgusa.com/ai_transfer_domain_in.htm)
71. Advertising a one-year subscription when the minimum is two years should be considered false and misleading advertising under consumer protection laws. Customers rely on these public representations to make purchasing decisions, thus potentially leading to financial implications if they expect to renew or manage their domains differently than allowed.

C. Non-Delivery of Subscription Service: Transfer and renewal from Namecheap to Porkbun

72. Raymond King and Porkbun LLC are subcontractors to the Government of Anguilla.
73. Raymond King and Porkbun's advertising violates the laws and regulations of the Government of Anguilla.
74. The Government of Anguilla does not allow 1-year subscription registrations, and the Government of Anguilla does not allow 1-year subscription renewals.
75. Raymond King and Porkbun LLC advertise a one-year subscription registration price of $72.40 (initial subscription price) and a one-year subscription renewal price of $72.40.
76. Raymond King and Porkbun LLC advertise [dot]AI domains as non-premium domains, and Raymond King and Porkbun LLC advertise that a transfer in will include a one-year renewal or registration. (Source: https://porkbun.com/products/domains)
77. Raymond King and Porkbun LLC: "Registration and renewal prices are per year for non-premium domain names. Transfer in, preregistration, and restoration prices are a one time cost and include a one year renewal or registration."
78. Raymond King and Porkbun LLC advertise one-year subscriptions on their website; however, the Government of Anguilla prohibits one-year subscriptions, and Raymond King and Porkbun LLC are not legally allowed to deliver one-year subscription services for a [dot]AI domain.
79. Petitioner registered domain ownership of deepak[dot]ai with Namecheap in November 2018 and maintained domain ownership with Namecheap until October 2024.
80. Petitioner purchased a two-year subscription registration from Namecheap on November 30, 2018.
81. Petitioner purchased a two-year subscription renewal from Namecheap in 2020.
82. Petitioner purchased a two-year subscription renewal from Namecheap in 2022.
83. Namecheap, Inc. offered a two-year subscription renewal of $179.96 in 2024
84. OVHcloud advertised an [dot]AI domain subscription transfer and renewal price for two years at $280.09.
85. In the U.S., the Federal Trade Commission (FTC) has guidelines against misrepresentation in advertising. If a company fails to deliver on its advertised terms, it may be violating these laws, which could be considered fraudulent behavior. In California, consumers should reasonably expect to receive what was advertised.
86. Raymond King and Porkbun LLC advertise a $144.49 price for a subscription transfer and renewal.
87. Raymond King and Porkbun LLC advertise the subscription transfer fee and the subscription renewal fee as a combined service.
88. Raymond King and Porkbun LLC advertise a $144.49 subscription transfer fee, and this price is nearly identical to the two-year subscription renewal price of $144.80.
89. October 31, 2024: Petitioner paid $143.49 to Raymond King and Porkbun LLC for a two-year subscription transfer and renewal.

© *Deepak Moorjani*

90. Petitioner's Note: Raymond King and Porkbun LLC charge $144.49 for a subscription transfer and renewal. Petitioner used a $1 discount code, and Petitioner paid $143.49 rather than $144.49 on October 31, 2024.
91. October, 31, 2024: Raymond King and Porkbun LLC informed Petitioner that he needed to pay an additional $144.80 for a 2-year subscription renewal by November 30, 2024.
92. Raymond King and Porkbun LLC falsely advertise a $144.49 price for a subscription transfer and renewal; however, Raymond King and Porkbun LLC actually charge $289.29 for a two-year subscription transfer and renewal.
93. Namecheap is a more established and more successful domain contractor than Porkbun LLC, and Petitioner would not have transferred deepak[dot]ai from Namecheap to Porkbun unless there was a clear price advantage.
94. November 25, 2024: Petitioner transferred and renewed a [dot].pe domain from Gandi.net to Namecheap. The inbound domain vendor provided clear and transparent advertising of registration, renewal and transfer prices (Attachment #5) (Source: https://www.namecheap.com/domains/registration/cctld/com-pe/)
95. November 26, 2024: Petitioner re-tested Raymond King and Porkbun's advertising for the domain (false-andmisleading.ai). Raymond King and Porkbun LLC advertised a one-year registration price of $72.40 and a one-year renewal price of $72.40. Each of these prices is in violation of the laws and regulations of the Government of Anguilla.

D. Failure to Resolve Directly: Porkbun refused to cancel; Porkbun created vendor lock-in

96. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC stored and used Petitioner's phone number without Petitioner's permission or consent.
97. October 31, 2024 @ 10:35am: Petitioner asked Raymond King and Porkbun LLC to refund the $143.49 payment and to cancel the subscription transfer and renewal.
98. Raymond King and Porkbun LLC permit refunds on subscription transfers.
99. Raymond King and Porkbun LLC: "There are no refunds on domain registrations and renewals. Please check the spelling of any domain registrations one last time :)"
100. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC declined to refund the $143.49 payment and refused to cancel the subscription transfer and renewal.
101. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC also stated that Petitioner would not be able to initiate a "transfer out" for 60 days, and Petitioner would be forced to pay an additional $144.80 subscription renewal payment by November 30, 2024; therefore, Raymond King and Porkbun's total charges would be $288.29.
102. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC refused to cancel on the basis that the subscription transfer was complete.
103. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC contradicted their public representations: "Can I transfer my .ai domain to another registrar? Yes, you can transfer it to another registrar. The process typically involves unlocking the domain, obtaining an authorization code, and initiating the transfer with the new registrar."
104. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC contradicted their public representations: "Have you initiated a transfer to another registrar and now you are having second thoughts? No problem! You have five days from the transfer submission date to cancel the transfer and can do so right from your Porkbun account."
105. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC refused to cancel on the basis that the subscription transfer was completed in the Government of Anguilla's database.
106. October 31, 2024 @ 10:35am: The Government of Anguilla's primary contractor (DataHaven.net) charged Raymond King and Porkbun LLC a subscription transfer fee of $140.
107. October 31, 2024 @ 10:35am: Raymond King and Porkbun LLC had a five day grace period to cancel the transfer and to obtain a refund of the Government of Anguilla's $140 transfer fee (via DataHaven.net).
108. Datahaven.net: "Our customer did not pay can we get a refund? If you delete the name within the Grace period (see in this FAQ) you can get a refund. If it is longer than that then no."
109. October 31, 2024 @ 10:35am: Petitioner notified Raymond King and Porkbun that he would file a fraud and dispute petition with his credit card issuing institution.
110. Petitioner asked to speak with a customer service manager, but Raymond King's designee (Richard) declined Petitioner's request.
111. October 31, 2024 @ 10:35am: Raymond King's designee (Richard) stated that Petitioner must initiate a new call, because Raymond King's designee (Richard) was not able to create a support ticket.

© Deepak Moorjani

112. October 31, 2024 @ 11:30am: Petitioner notified his credit card issuing institution that he would file a fraud and dispute petition pending an unsuccessful resolution with Raymond King and Porkbun LLC.
113. October 31, 2024 @ 11:30am: Petitioner: "Hi Laura, I would like to report this morning's transaction as a fraudulent transaction ($143.49). Can you please notate the account? I have contacted the vendor (Porkbun) for a refund of the $143.49. They will respond within 24 hours. If this does not happen, I will be filing a written petition for a chargeback. In the attached, I paid to renew my ".ai" domain with a new company (Porkbun) for two years. Porkbun is charging a transfer fee and a renewal fee - essentially, they are charging me twice. The transfer cost is misleadingly priced at the price of the 2-year renewal cost ($144), and their price chart does not show that these are cumulative fees."
114. October 31, 2024 @ 11:50am: Raymond King and Porkbun LLC failed to resolve the dispute.
115. October 31, 2024 @ 11:50am: Raymond King and Porkbun LLC: "Hi Deepak. I tried calling the number you called in from but didn't get through so I wanted to follow up with you. My name is Christopher and I'm a Support Manager here at Porkbun. I understand you would like to speak to a Manager about our .AI transfer pricing. How can I assist you?"
116. November 02, 2024 @ 8:00am: Holly (Fiserv) initiated a non-fraud dispute and indicated that Fiserv will investigate. Petitioner notified (Holly) Fiserv via phone that Raymond King and Porkbun LLC declined to refund the subscription transfer and renewal payment of $143.49. Raymond King and Porkbun LLC also stated that Petitioner would not be able to initiate a "transfer out" for 60 days, and Petitioner would be forced to pay an additional $144.80 subscription renewal payment by November 30, 2024; therefore, Raymond King and Porkbun's total charges would be $288.29.
117. November 14, 2024: Fiserv requested additional information from Petitioner "to investigate disputed charges for porkbun.com for $143.49."
118. November 27, 2024: Petitioner delivered the original CCPA Petition to Fiserv.
119. December 06, 2024: Fiserv stated, "While we attempt to resolve your dispute with the merchant, a temporary credit for $143.49 dated 12/6/2024 will display on your next statement."
120. December 06, 2024: Fiserv stated, "While we attempt to resolve your dispute with the merchant, a temporary credit for $144.80 dated 12/6/2024 will display on your next statement."
121. December 13, 2024: Raymond King and Porkbun LLC retaliated for the two chargebacks ($143 and $144) with service terminations at the account level, service terminations at the subscription level, and a request to withdraw the disputed charges.
122. December 13, 2024: Raymond King and Porkbun LLC retaliated for the two chargebacks ($143 and $144) with service terminations at the account level and at the subscription level.
123. December 13, 2024 @ 01:49pm (#1): Raymond King and Porkbun LLC: "Hello there, Your account has been blocked from placing orders: username: [redacted] account id:[redacted]. First, please don't freak out. We typically block orders when investigating abuse complaints. This does not mean that any of your domains are involved in abusive behavior, only that it's been reported and we are investigating. If we lift the block we will send out another email letting you know. If you have any concerns, please reply to this email."
124. December 13, 2024 @ 01:49pm (#2): Raymond King and Porkbun LLC: "Hello there, We're emailing you to let you know that the domain deepak[.]ai was suspended due to a violation of Porkbun's Domain Name Registration Agreement. If you believe it was suspended in error, please email abuse@porkbun.com."
125. Petitioner believes that Porkbun's service terminations are unjustified due to multiple causes of action (e.g. false and misleading advertising, non-delivery of service, failure to resolve).
126. December 13, 2024 @ 02:08pm: Raymond King and Porkbun LLC (Porkbun): "Subject: Disputed Payments from Oct 31, 2024 and Nov 27, 2024. Hello, We noticed that you recently disputed a charge for our service. We wanted to reach out and make sure everything was all right with your purchase and see if there's anything we can do to resolve any problems you might have had. Alternatively, if the dispute was a mistake, we would request you withdraw it by contacting your credit card company, or PayPal if you paid by PayPal. Thanks so much -- we really appreciate your business and look forward to working with you! Best, Porkbun Fraud and Abuse Reporting Center abuse@porkbun.com"
127. December 26, 2024: Petitioner notified Fiserv of his intent to file an Amended CCPA Petition.
128. December 31, 2024: Petitioner delivered the Amended CCPA Petition to Fiserv

E. False and Misleading Advertising (post-transfer): Porkbun violates law and regulations

129. October 31, 2024: Raymond King and Porkbun LLC refused to cancel the transfer, and Raymond King and Porkbun LLC forced Petitioner to re-purchase a 2-year subscription renewal prior to November 30, 2024.

130. Raymond King and Porkbun LLC provide renewal options for the [dot]ai domain which violate the laws and regulations of the Government of Anguilla.
131. Raymond King and Porkbun LLC offer subscription renewal options for odd-numbered years (3, 5, 7, 9).
132. The Government of Anguilla mandates that .AI domains can be renewed for a minimum of 2 years and can also be renewed for 4, 6, 8, or 10 years. The Government of Anguilla mandates that it is not possible to renew an .AI domain for odd-numbered years (e.g., 1, 3, 5, 7, or 9 years).
133. Datahaven.net: "A .AI domain can be renewed for 2, 4, 6, 8 or 10 years, up to a maximum registration period of 10 years. This means that if your .AI domain expires in 2 years, you could renew it for up to 8 additional years. Unfortunately it is not possible to renew a .AI domain for 1, 3, 5, 7 or 9 years. Incoming transfers do not extend the expiry date. Any extensions of the expiry date will require a renewal. Unlike many other domains that allow for annual registration, .ai domains require a minimum two-year registration period. This means you must pay for at least two years upfront, which can make the initial cost appear even higher. Since .ai domains are governed by the laws of Anguilla, they are subject to Anguillan regulations. This includes potential issues with trademark disputes or domain suspension if the domain is involved in activities like phishing or hate speech."

F. Unfair business practices: Porkbun's retaliatory service terminations

134. Petitioner requests Fiserv to consider whether Raymond King and Porkbun's retaliation constitutes unfair business practices under California law.
135. Petitioner previously sought a mutual resolution, but Raymond King and Porkbun LLC failed to resolve the dispute directly.
136. On December 13, 2024, Raymond King and Porkbun LLC retaliated for the two chargebacks ($143 and $144) with service terminations at the account level and at the subscription level.
137. December 13, 2024 @ 01:49pm (#1): Raymond King and Porkbun LLC: "Hello there, Your account has been blocked from placing orders: username: [redacted] account id:[redacted]. First, please don't freak out. We typically block orders when investigating abuse complaints. This does not mean that any of your domains are involved in abusive behavior, only that it's been reported and we are investigating. If we lift the block we will send out another email letting you know. If you have any concerns, please reply to this email."
138. December 13, 2024 @ 01:49pm (#2): Raymond King and Porkbun LLC: "Hello there, We're emailing you to let you know that the domain deepak[.]ai was suspended due to a violation of Porkbun's Domain Name Registration Agreement. If you believe it was suspended in error, please email abuse@porkbun.com."
139. Petitioner believes that Porkbun's service terminations are unjustified due to multiple causes of action (e.g. false and misleading advertising, non-delivery of service, failure to resolve).

G. Harassment or intimidation: Porkbun's request to withdraw the chargebacks

140. Petitioner requests Fiserv to consider whether Raymond King and Porkbun's aggressive tactics constitute harassment or intimidation under California law.
141. December 13, 2024 @ 02:08pm: Raymond King and Porkbun LLC: "Subject: Disputed Payments from Oct 31, 2024 and Nov 27, 2024. Hello, We noticed that you recently disputed a charge for our service. We wanted to reach out and make sure everything was all right with your purchase and see if there's anything we can do to resolve any problems you might have had. Alternatively, if the dispute was a mistake, we would request you withdraw it by contacting your credit card company, or PayPal if you paid by PayPal. Thanks so much -- we really appreciate your business and look forward to working with you! Best, Porkbun Fraud and Abuse Reporting Center abuse@porkbun.com"
142. Petitioner believes that Raymond King and Porkbun's request to withdraw the chargebacks constitutes an attempt to coverup its violations of laws and regulations.

Petitioner's Requests

143. Raymond King and Porkbun LLC delete Petitioner's phone number from their databases.
144. Petitioner directs Raymond King and Porkbun LLC to refrain from using Petitioner's email to discuss the Disputed Charges; Raymond King and Porkbun LLC confirm that a violation of this "no email" stipulation

will constitute a knowing and willful violation of Petitioner's personal data, and Raymond King and Porkbun LLC will consent to Petitioner's jurisdiction of choice (e.g. California).

145. Raymond King and Porkbun LLC communicate with Petitioner on the Disputes Charges via USPS.
146. Raymond King and Porkbun LLC provide true and correct copies of all correspondence on the Disputes Charges to Fiserv, Inc.'s Fraud and Dispute Operations in Omaha, NE.
147. Raymond King and Porkbun LLC confirm the validity of Petitioner's statement to Fiserv, Inc.'s Fraud & Dispute Associate (Sun Federal Credit Union's contractor for Case ID#8202431900131).
148. Raymond King and Porkbun LLC clarify whether their advertising demonstrates (i) an intent to deceive or (ii) a lack of clarity in communication.
149. Raymond King and Porkbun LLC consent to chargebacks of the Disputed Charges of $288.29 ($143.49 + $144.80) in favor of the Petitioner.
150. Raymond King and Porkbun LLC pay Petitioner's $250 CCPA filing fee with a credit to Petitioner's account at Porkbun LLC.
151. Raymond King and Porkbun LLC provide domain registrar services for Petitioner's deepak[dot]ai domain on a complementary basis from inception until the end of the two-year subscription renewal (including all subscription transfer fees and subscription renewal fees).
152. Raymond King and Porkbun LLC provide a written statement on whether their service terminations constitute unfair business practices.
153. Raymond King and Porkbun LLC provide a written statement on whether their aggressive tactics constitute harassment or intimidation under California law.
154. Raymond King and Porkbun LLC provide written consent to these terms by January 15, 2025.

Sources of Information

155. https://porkbun.com/products/domains
156. https://porkbun.com/transfer
157. https://en.wikipedia.org/wiki/.ai
158. http://procurement.gov.ai/UploadedProcurementNotices/REOI%20-%20dot%20AI%20Management.pdf
159. https://www.dynadot.com/community/help/question/ai-domains-year-restrictions
160. https://www.namehero.com/blog/why-are-ai-domains-so-expensive-the-surprising-truth/
161. https://www.namecheap.com/domains/registration/cctld/com-pe/

Attachments

162. Sun Federal Credit Union: Fraud and Dispute Case ID #8202431900131 (November 14, 2024)
163. Petitioner's notification to Sun Federal Credit Union to file a disputed charge for $143.29 (October 31, 2014)
164. Raymond King and Porkbun LLC's failure to resolve(via Christopher email) (October 31, 2014)
165. Petitioner's request to Namecheap to terminate the subscription transfer and renewal (October 31, 2014)
166. Namecheap's explanation of registration fees, renewal fees and transfer fees (November 25, 2024)
167. Raymond King and Porkbun LLC's invalid price quotes for falseandmisleading.ai (November 26, 2024)
168. Raymond King and Porkbun's three (3) retaliatory emails (December 13, 2024)
169. Petitioner's notification to Fiserv on the Amended Petition (December 26, 2024)

© Deepak Moorjani

Exhibit: Intent to File An Amended Petition (December 26, 2024)

November 27, 2024 payment: $144.80
Case ID #8202431900131
This dispute request is currently in review.

October 31, 2024 payment: $143.49
Case ID #8202431900131
This dispute request is currently in review.

Update on Raymond King and Porkbun LLC:

On December 13, 2024, Raymond King and Porkbun LLC (Porkbun) retaliated for the two chargebacks ($143 and $144): 1. Porkbun blocked account orders in Petitioner's account; 2. Porkbun suspended Petitioner's domain (deepak.ai); and 3. Porkbun requested Petitioner to withdraw the disputed payments. Petitioner believes that Porkbun's service terminations are unjustified due to multiple causes of action (e.g. false and misleading advertising, unfair business practices). Petitioner also requests Fiserv to consider whether Porkbun's aggressive tactics constitute harassment or intimidation under California law. Petitioner previously sought a mutual resolution, but Raymond King and Porkbun LLC declined to resolve the dispute directly.

Raymond King and Porkbun LLC: "Alternatively, if the dispute was a mistake, we would request you withdraw it by contacting your credit card company, or PayPal if you paid by PayPal." (December 13, 2024)

Laura Hill (Sun Federal Credit Union): "Hi Deepak, I do see that those two transactions are in dispute. It looks like there should be a resolution around January 10th. The process is currently underway and is up to the merchant to reply. Hope you are having a happy holiday season! Laura" (December 17, 2024)

Petitioner requests Fiserv to consider the recent Sirius XM Radio decision on non-delivery of service and vendor lock-in (Carovillano v. Sirius XM Radio, Inc., 23 Civ. 4723 (PAE). This case involves allegations that SiriusXM failed to adequately disclose fees to subscribers, and this was central to the claims against Sirius XM Radio in the context of customer agreements and subscription practices.

Prior to December 31, 3024, Petitioner will mail an amended Petition to the Office of the California Attorney General, and Petitioner will deliver a copy of the Amended Petition to Fiserv (Sun Federal Credit Union).

. . . . . .

© Deepak Moorjani

From: **Porkbun Support** support@porkbun.com
Subject: Escalation Request
Date: October 31, 2024 at 11:50 AM

PS

Hi Deepak,

I tried calling the number you called in from but didn't get through so I wanted to follow up with you.

My name is Christopher and I'm a Support Manager here at Porkbun. I understand you would like to speak to a Manager about our .AI transfer pricing.

How can I assist you?

Best,
Christopher
Support Manager
--
Porkbun I porkbun.com I @Porkbun
Ticket #: 2498937
Rate my reply:
GREAT OKAY NOT GOOD

Time Zone - GMT (UTC +00) 31 October, 2024

[17:48:25] **Deepak Moorjani** : Hi. I would like to cancel a domain transfer.

[17:48:27] [Suzy Q joined the chat]

[17:48:47] **Suzy Q** : Hello! Thank you for contacting our Namecheap support team. Could you please provide more details about the domain transfer you want to cancel? Is it an incoming or outgoing transfer?

[17:48:59] **Deepak Moorjani** : This is an outgoing transfer initiated today.

[17:49:04] **Deepak Moorjani** : deepak.ai

[17:49:25] **Suzy Q** : Thank you for providing the details. I understand that you want to cancel the outgoing transfer of the domain deepak.ai. I'll need to transfer you to a live agent who can assist you with this. Please stand by while I connect you with an appropriate person.

[17:49:35] [Volodymyr P. joined the chat]

[17:49:35] [Suzy Q left the chat]

[17:49:42] **Volodymyr P.** : Hello, I will assist you further. Allow me a few minutes to look through your previous conversation.

[17:51:01] **Volodymyr P.** : Thank you for waiting. I can see that the domain is already at the side of your new registrar, so it's no longer possible to cancel th transfer.

[17:51:19] **Deepak Moorjani** : The domain is showing on my account.

[17:51:55] **Volodymyr P.** : It's a ghost record, should be removed now.

[17:56:11] **Volodymyr P.** : Is there anything else I can help you with?

[17:56:53] **Deepak Moorjani** : We are not done. I thought I had a 5 day window to deny the transfer?

[17:58:00] **Volodymyr P.** : .AI transfers take a few hours to complete, so it's not the case with them.

Time Zone - GMT (UTC +00) 25 November, 2024

[20:01:22] **Visitor 2889732** : i need help with a transfer

[20:01:32] [Serhii B. joined the chat]

[20:01:38] **Serhii B.** : Hello! Thank you for contacting our Live Chat Support! How may I help you today?

[20:02:03] **Visitor 2889732** : hiya. i want to transfer a domain to namecheap.

[20:02:08] **Visitor 2889732** : i have a question on pricing

[20:02:22] **Serhii B.** : Would you provide me with the domain name, please?

[20:02:46] **Visitor 2889732** : Sure. fenix.pe

[20:03:03] **Serhii B.** : Thank you for the domain! Please allow me a few minutes to check it.

[20:06:27] **Serhii B.** : Thank you for waiting. The price for the fenix.pe transfer (renewal included) is $115.98.

[20:07:04] **Visitor 2889732** : I have a question: the registration fee is $77 but the transfer fee is $115. is this correct?

[20:08:10] **Visitor 2889732** : $75 to register, and $77 to renew

[20:08:21] **Serhii B.** : The registration price is $75.98.

[20:08:29] **Serhii B.** : You can review the up-to-date pricing at https://www.namecheap.com/domains/#pricing

[20:08:41] **Serhii B.** : We would like to assure you that we're doing our best to offer the most affordable pricing we possibly can and the price is largely determined by the registries of each TLD, we can't do much to bring it lower.

[20:08:57] **Visitor 2889732** : here's the question: there is a premium to transfer. however, the transfer includes a one-year renewal?

[20:09:05] **Visitor 2889732** : https://www.namecheap.com/domains/registration/cctld/pe/

[20:09:39] **Visitor 2889732** : my domain expires this week, and i want to be sure that the transfer will extend my expiration date to 2025.

[20:10:00] **Serhii B.** : Yes, once the transfer is completed your domain will be renewed for 1 year. This year is included in the transfer price and will added to the current expiration date for your domain.

[20:10:21] **Visitor 2889732** : Ok, cool. I wanted to be sure before I started the process. Thanks a bunch.

[20:10:39] **Serhii B.** : It was a pleasure to help you. You may fill in the form below to rate my assistance if you have a moment.

[20:10:43] **Serhii B.** : Thank you for contacting our Namecheap Live Support! Have a nice day!

[20:11:03] [Thank you for your feedback]

YOUR PERFECT DOMAIN AWAITS!

falseandmisleading.ai

AI Search (/checkout/ai) | Auction Search (/auctions) | Marketplace Search (/marketplace)

Try generating domain name suggestions using AI. (/checkout/ai?q=falseandmisleading.ai)

.COM

$11.06 / year renews at $11.06

.ASSOCIATES

1st Year Sale!

~~$27.27~~ $11.82 / year renews at $27.27

.ORG

1st Year Sale!

~~$10.72~~ $6.86 / year renews at $10.72

sort by price

show more aftermarket domains

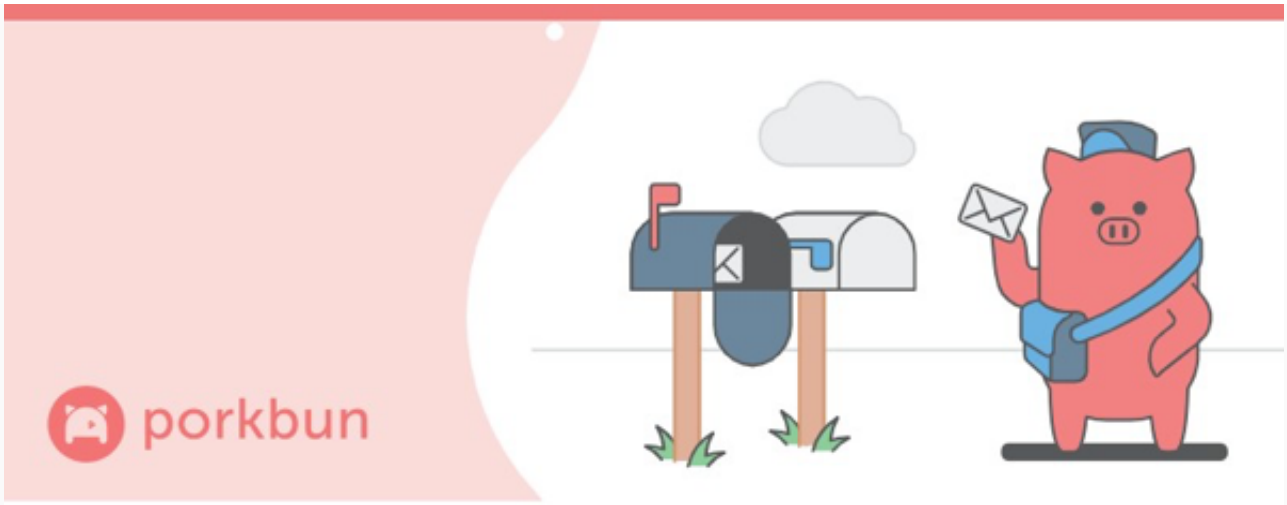
falseandmisleading.ai

$72.40 / year

renews at $72.40

From: **Porkbun Support Dept.** support@porkbun.com
Subject: porkbun.com | Account Orders Blocke[redacted]
Date: December 13, 2024 at 1:49 PM

PD



Hello there,

Your account has been blocked from placing orders:

[redacted]

First, please don't freak out. We typically block orders when investigating abuse complaints. This does not mean that any of your domains are involved in abusive behavior, only that it's been reported and we are investigating. If we lift the block we will send out another email letting you know. If you have any concerns, please reply to this email.

Thank you,
The Porkbun Team

Porkbun, LLC
21370 SW Langer Farms Parkway, Suite 142-429
Sherwood, OR 97140, US

1.855.PORKBUN (1.855.767.5286)
support@porkbun.com

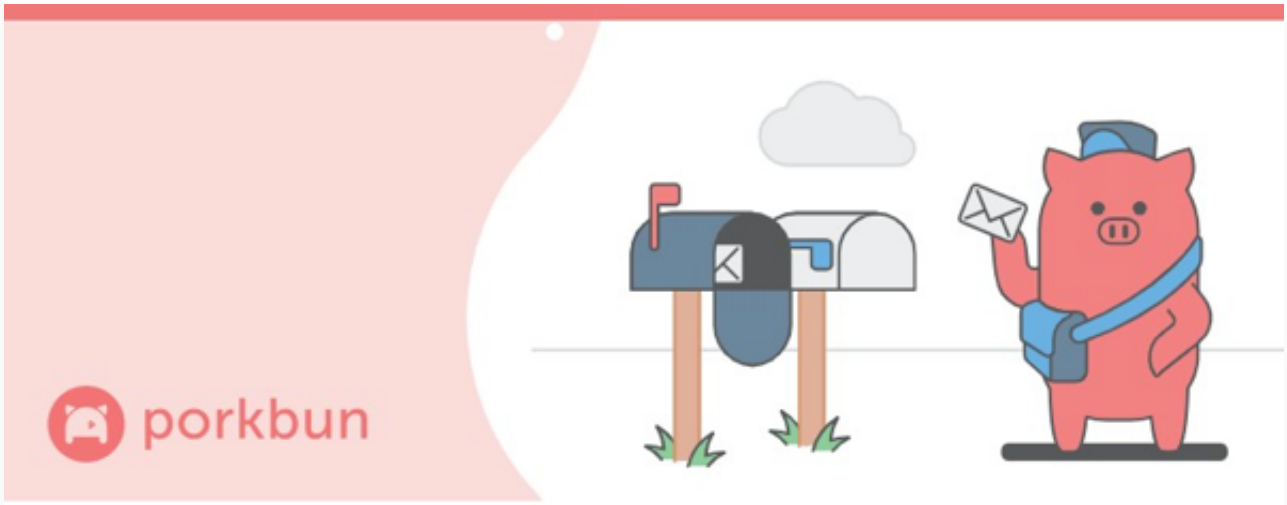
ICANN Registrant Educational Materials

Copyright Porkbun, LLC, all rights reserved

52.26.184.35

From: **Porkbun Support Dept.** abuse@porkbun.com
Subject: porkbun.com | Domain Suspended - deepak[.]ai
Date: December 13, 2024 at 1:49 PM

PD



Hello there,

We're emailing you to let you know that the domain [redacted]ai was suspended due to a violation of Porkbun's Domain Name Registration Agreement. If you believe it was suspended in error, please email abuse@porkbun.com.

Thank you,
The Porkbun Team

Porkbun, LLC
21370 SW Langer Farms Parkway, Suite 142-429
Sherwood, OR 97140, US

1.855.PORKBUN (1.855.767.5286)
support@porkbun.com

ICANN Registrant Educational Materials

Copyright Porkbun, LLC, all rights reserved

From: **Porkbun Abuse** abuse@porkbun.com
Subject: Disputed Payments from Oct 31, 2024 and Nov 27, 2024
Date: December 13, 2024 at 2:08 PM

PA

Hello,

We noticed that you recently disputed a charge for our service. We wanted to reach out and make sure everything was all right with your purchase and see if there's anything we can do to resolve any problems you might have had.

Alternatively, if the dispute was a mistake, we would request you withdraw it by contacting your credit card company, or PayPal if you paid by PayPal.

Thanks so much -- we really appreciate your business and look forward to working with you!

Best,
Porkbun Fraud and Abuse Reporting Center
abuse@porkbun.com

Rob Bonta
Attorney General

CONSUMER COMPLAINT AGAINST A BUSINESS/CORPORATION

Collection and Use of Personal Information. The Public Inquiry Unit in the Department of Justice collects the information requested on this form as authorized by Government Code Sections 11180, 11181, and 11182. The Public Inquiry Unit uses this information to review your complaint. In addition, any personal information collected by state agencies is subject to the limitations in the Information Practices Act and state policy. The Department of Justice's general privacy policy is available at http://oag.ca.gov/privacy-policy.

Providing Personal Information. You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help resolve your complaint.

Access to Your Information. You may review the records maintained by the Public Inquiry Unit in the Department of Justice that contain your personal information, as permitted by the Information Practices Act. See below for contact information.

Possible Disclosure of Personal Information. In order to follow up on your complaint, we may need to share the information you give us with the party you complained about or with other government agencies.

The information you provide may also be disclosed in the following circumstances:

-With other persons or agencies where necessary to perform their legal duties, and their use of your information is compatible and complies with state law, such as for investigations or for licensing, certification, or regulatory purposes;

-To another government agency as required by state or federal law;

-For law enforcement purposes, including the investigation and prosecution of violations of federal, state or local laws.

Contact Information. For questions about a written comment or complaint that you submitted to the Public Inquiry Unit, please fill-out and submit our online form, available at:

http://oag.ca.gov/contact/general-comment-question-or-complaint-form

Please specify in the "Your Comments" section the specific Public Inquiry Unit record that you are seeking. Or you may mail your request to Analyst, Public Inquiry Unit, Office of the Attorney General, P.O. Box 944255, Sacramento, CA 94244-2550. In addition, if you are seeking records maintained by another Department of Justice program, you should contact that program directly.